

## APPENDIX A

### VEHICLE CLAIMS INSTRUCTIONS

These instructions tell you how to file a claim for loss or damage to your vehicle or its accessories that occurred during a Government sponsored shipment. Please read these instructions carefully to understand what you must do.

*Please follow these instructions to file a claim..*

1. The Government recommends that you first attempt to settle your claim directly with the contractor who shipped your vehicle. However, the amount paid by the contractor is not based on a binding estimate from a repair company. While the contractor will attempt to accurately estimate the cost of repairing an item, the actual cost of the repair may exceed what the contractor paid for that item. If you have accepted payment from the contractor on an item, you may not claim any additional amount for that item from the military claims office. If you do not feel that the offer made by the contractor is a good settlement, you may file your claim with a military claims office.

2. Joint inspections.

a. When you drop off or pickup your vehicle, you will be required to conduct a joint inspection with the contractor to determine the condition of your vehicle. This is important because regardless of where you file your claim, you must prove that the loss and/or damage being claimed occurred while the vehicle was shipped or stored.

b. During the joint inspection carefully and completely list any loss and/or damage to your vehicle on the DD Form 788 or other inspection form. You should receive one copy of the inspection form at the initial turn-in inspection and a second copy of the inspection form at destination when you pick up your vehicle. List all loss and damage in item #13, column 1 of the DD Form 788. The contractor's inspector will record his agreement or disagreement in item #13, column 2.

c. Do not rely on a representative of the company that shipped your vehicle to list loss and/or damage for you. **MAKE SURE YOU HAVE LISTED ALL LOSSES OR DAMAGE TO YOUR VEHICLE BEFORE YOU LEAVE THE VPC.**

d. Inspect the interior, exterior, and all systems of your vehicle very closely. It will be difficult to prove that damage you discover after accepting your vehicle occurred during shipment/storage and not while the vehicle was in your possession. However, if you discover damage after you have left the vehicle processing center, YOU MUST IMMEDIATELY NOTIFY THE COMPANY THAT SHIPPED YOUR VEHICLE, IN WRITING and, when possible, obtain an additional inspection at the VPC. When impractical to return to the VPC for another additional joint inspection, immediately seek a joint inspection at the nearest military claims office. Be sure to give a detailed description of the damage and explain why it was not discovered at the joint inspection

when you picked up your vehicle. Keep a copy of the notice for your claim. Notice of additional loss and/or damage must be reported to the contractor immediately. Do not wait until you can get another inspection to notify the contractor.

### 3. FILING CLAIMS WITH THE CONTRACTOR.

a. Fill out the claim form provided by the contractor. If you are still at the contractor's vehicle processing center, give the claim to the contractor's representative and retain one copy for your records. If you have left the vehicle processing center, mail the claim form to the address provided by the contractor. The contractor will review your claim and tell you within sixty (60) calendar days how much it will pay. If you discover additional loss and/or damage, after you submitted your claim but before the contractor has paid the claim, you should immediately notify the contractor and amend your claim.

b. If both you and the contractor agree while you are still at the vehicle processing center that your claim can be settled for \$1000 or less, you may elect the "on site settlement option." The contractor will pay you the amount of your claim immediately at the vehicle processing center. While your acceptance of such a settlement is final with respect to the claimed damage, you may still file a claim for any additional damage discovered and reported within a reasonable period of time after leaving the port. NOTE: THE VPC IS NOT A REPAIR FACILITY AND THE ON SITE SETTLEMENT may not be enough to pay the cost of actual repairs. The on site settlement should be considered only as a cash compensation for Damage. The award is not guaranteed to cover your repair costs. If you accept payment at the VPC for damage to a part of your vehicle, you will not be paid any additional amount for that damage from a military claims office.

c. The contractor must settle your claim within sixty (60) days to your satisfaction. If you have elected to file your claim with the contractor but have not received an offer within 60 days or do not want to accept the contractor's offer, you may file your claim with the appropriate military claims office. If you have any questions regarding the settlement being offered by the contractor, please contact the appropriate military claims office for guidance. NOTE: You may also file a claim with the military claims office directly, without first filing a claim with the contractor.

d. If you discover additional damage or more extensive damage, after the contractor has paid your claim, you can ask the contractor to consider an amended claim. However, the contractor will generally not be required to reopen a claim after it has been paid. Therefore, it is critical that you do a complete and thorough inspection of the inside and outside of your vehicle and all of its controls and accessories. **Do not be rushed in making the inspection.** Make sure you check everything and put any damage or loss on the inspection sheet BEFORE YOU LEAVE THE VEHICLE PROCESSING CENTER.

e. You have two years from pick-up date to file your claim with the contractor who shipped your vehicle, BUT YOU SHOULD FILE YOUR CLAIM AS SOON AS POSSIBLE, PREFERABLY WITHIN 60 DAYS OF DELIVERY. Because you only

have two years from date of pick-up to file a claim with the military claims office, if you wait two years to file a claim with the contractor, you will probably not have time to file a claim with the Government if you are not satisfied with the carrier's offer.

#### 4. FILING CLAIMS WITH A MILITARY CLAIMS OFFICE.

a. If you elect to file a claim with the Government, call or visit the claims office at your installation or the nearest military installation. The claims personnel at the military claims office will give you the necessary claim forms and instructions.

b. You must prove that you own the vehicle, that the loss and/or damage you are claiming occurred during the Government-sponsored shipment and the cost of any repairs or replacement. Claims personnel can answer any questions, especially about estimates of repair. Any estimates of repair or paid repair bills for damage to operating systems such as transmission, electrical system, or engine should include a professional opinion as to the cause of the damage. Estimate of repair or paid repair bills must identify what was repaired or replaced. For example, a repair bill for a broken tail light and a broken windshield should show the cost of both items separately and have two entries, one showing the time to fix the tail light and one showing the time to fix the windshield.

c. If you have private vehicle insurance that covered the vehicle while it was being shipped, you **MUST** file and settle a claim with your insurance company prior to filing a claim with the Government. You will be required to state on your Government claim form whether or not you have insurance on your vehicle that was in effect during the shipment/storage period. All insurance settlement documents must be submitted with your government claim.

d. If you file a claim with the Government, you are required to notify the claims office where you filed the claim of any offer of settlement or denial of liability by any third party, such as the contractor who shipped the vehicle or your private insurer.

e. While you have two years from the time you picked up your POV to file a claim with the Government, **YOU SHOULD FILE YOUR CLAIM AS SOON AS POSSIBLE, PREFERABLY WITHIN 60 DAYS OF PICK UP**. Early filing assists the military claims office to resolve any questions about your claim that could delay payment.